



## Quarantine and Isolation Medical Shelter Standard Operation Procedure

SOP No: MS-101

Date of Last Revision: 05/21/2020

# Standard Operating Procedure Food Orders

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### Subject: Food Orders for Medical Shelter Sites

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#### 1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance to Medical Shelter Site Management on ordering food/meals for guests and staff at Medical Shelter sites. The Medical Shelter sites have existing food/meal vendor contracts coordinated via Brilliant Corners (a third-party vendor) with the exception of The Mayfair Hotel, which has the onsite hotel kitchen staff prepare all meals for guests and staff, and the Martin Luther King (MLK) COVID+ congregate site, which provides meals in-house through the MLK Medical Center.

#### 2. Contacts

##### **The Sherman Hotel**

Annalisa Bejarano  
Brilliant Corners  
(213) 343-7735  
[Sherman@brilliantcorners.org](mailto:Sherman@brilliantcorners.org)

##### **The Mayfair Hotel**

Karo Patpatyan  
Executive Chef  
(213) 632-1200 Direct Line  
(818) 439-2249 Mobile

##### **David L. Murphy Sobering Center**

Katy Halasz  
Brilliant Corners  
(213) 949-0440  
[Khalasz@brilliantcorners.org](mailto:Khalasz@brilliantcorners.org)

##### **Pomona Sheraton Fairplex Hotel**

Austin Pritzkat  
Brilliant Corners  
(213) 476-9306  
[Pomona@brilliantcorners.org](mailto:Pomona@brilliantcorners.org)

##### **Quality Inn & Suites Bell Gardens**

Andrei Hluski  
Brilliant Corners  
(415) 505-5036  
[Bellgardens@brilliantcorners.org](mailto:Bellgardens@brilliantcorners.org)

##### **MLK COVID+ Congregate Site**

All food handled in-house

### **3. Procedures**

- **Service Setup**

- To setup food service at a Medical Shelter site, the Site Setup/Site Logistics Team must first determine the best option for procurement of this service during the site preparation phase. Options may include having the site provide the food service in-house, contracting with the property (i.e., hotel/motel) to provide food service through existing capabilities/infrastructure, or procuring the service via contract through Brilliant Corners.
- Variables such as cost, vendor delivery capabilities, on-site refrigeration and storage capacity, and available heating equipment (e.g., microwaves), must be taken into consideration to determine the best meal provision model for each site.

- **Ongoing Services**

- Site Management shall place meal orders by 12:00 PM every weekday (Monday through Friday) by completing the Meal Order tab on the Tracking Sheets located in SharePoint. Expected meal headcounts for the weekend (Saturday, Sunday, Monday) will need to be provided by 12:00 PM the previous Friday.
- Indicate the number of meals to be ordered for site staff (i.e., site management, medical, security, client support) and clients. Recording the number of staff/client meals will help to facilitate the cost recovery process (only applicable during FEMA eligible incident period).
  - As a rule of thumb, overestimate the count for the following day/weekend to account for a potential increase in clients
- Indicate the number of regular meals and dietary restrictions (e.g., vegetarian, diabetic, allergies, etc.) for staff and clients. If needed, please provide additional details in the “comments” column.
- The total number of meals ordered should match the total Number of regular and restricted meals for clients and staff
- MAYFAIR HOTEL Site managers will be responsible for populating the Meal Tracking Sheet with the daily count of meals for both clients and staff. In addition, site managers will also provide the hotel restaurant with the daily count and food restrictions for both clients and staff. Expected meal headcounts for the weekend (Saturday, Sunday, and Monday) will need to be provided the Friday before, by 12:00 PM. The Meal Tracking Sheet is located on SharePoint within the Site Binder under Meal Orders.
  - As a rule of thumb, overestimate the count for the weekend to account for a potential increase in clients

*Note: Sites who have food provided through a Brilliant Corners contract receive breakfast, lunch, and dinner as cold, ready to heat and serve meals once per day*

*(generally between 6:30-7:30 am). Staff then work to store meals in a refrigerator (whether in a shared fridge in an employee area or in individual refrigerators in client rooms) and deliver at designated times, as appropriate. Brilliant Corners office operations are Monday-Friday, 07:00 AM to 06:00 PM.*

#### **4. References**

Please see appropriate contact information above for any inquiries related to food orders and related services for specific medical sheltering sites.